

**DEPARTMENT OF VETERANS AFFAIRS
VETERANS HEALTH ADMINISTRATION
OFFICE OF INFORMATION**

MY HEALTHeVET

What is My HealtheVet?

My HealtheVet is a web-based application that creates a new, online environment where veterans, family, and clinicians may come together to optimize veterans' health care. Web technology will combine essential health record information enhanced by online health resources to enable and encourage patient/clinician collaboration.

Early national phases of My HealtheVet will provide powerful health education information and health self-assessment tools. Veterans will be able to explore interesting and essential health topics, research diseases and conditions, learn about veteran-specific conditions, understand medication and treatment options, assess and improve their wellness, view seasonal health reminders, explore a wellness calendar, and more.

Additional capability will be fielded in incremental releases. In later releases, My HealtheVet extends veteran access to valuable and timesaving services such as online prescription refills, the ability to view next appointment date and time, and the ability to see co-payment balance. Ultimately, when the health record portion of the application is available, a veteran will be able to view and maintain a copy of key portions of his/her secure personal health record from VA's health information system, HealtheVet/VistA. To this end, veterans are being enrolled in a pilot at VAMCs in Tampa; Bay Pines; Washington, DC; Portland, OR; and all of VISN 2. Ongoing evaluation data is being used to build specifications for the national release.

The implications of My HealtheVet are far-reaching. Clinicians will be able to communicate and collaborate with veterans much more easily. The new online environment will map closely to existing clinical business practices, while extending the way care is delivered and managed. As veterans build up their lifelong health records, they will be able to choose to share all or part of the information in their account with all their health care providers, inside and outside the VA. This has the potential to dramatically improve the quality of care available to our nation's veterans.

Incremental releases

- ◆ A foundational online environment with VA-developed content, health education information, and self-assessment tools – Summer 2003
- ◆ Prescription refill and self-entered data (excluding self-entered metrics) – Fall 2003
- ◆ View total co-payment balance, view next scheduled appointment, and self-entered metrics – Winter 2004
- ◆ Electronic health record data and migration from pilot to national system – Spring 2004

Features of My HealtheVet

- ◆ Participation in the system is voluntary.
- ◆ Each participating veteran will have access to and control of his/her online environment.
- ◆ A Veterans Health Education Library is available to look up information on medical conditions, medications, health news, and preventive health.
- ◆ Veterans will be able to request and store portions of their VA health record in a secure, unique and personal repository (eVAult).
- ◆ A veteran will be able to add self-entered measurement and notes.
- ◆ All personal health information is guaranteed to be private and secure.
- ◆ The veteran will be able to grant access to all or some of his/her health information to others, such as family or veteran advocates, and VA and non-VA health care providers.

How does the veteran get access to My Health_eVet?

There are three levels of access, each more strictly secured than the last:

- ◆ For access to VA-developed and public domain content, veterans self-register through the web site.
- ◆ For access to electronic services such as prescription refill, requests will be validated through a VA database.
- ◆ For access to electronic health data, the veteran must first be validated face-to-face at a VA facility.

How does My Health_eVet differ from existing commercial or government products?

My Health_eVet provides a unique combination of characteristics not available in other products. My Health_eVet:

- ◆ Enables each veteran to become a full and capable partner in their own health management.
- ◆ Emphasizes the clinician/patient relationship, enhancing communication and sharing health decision-making.
- ◆ Encourages self-service health risk assessments to maintain and improve wellness.
- ◆ Permits family, relatives, and non-VA physicians to assist and advise in health management and decisions based on permission and authorization from the veteran.
- ◆ Provides veteran-specific educational materials on conditions that affect VA patients and uses evidence-based strategies to facilitate health behavior change.
- ◆ Provides each veteran with a secure, unique and personal repository for his/her electronic health record, as well as self-entered measurement and notes (eVAult).
- ◆ Meets Health Insurance Portability and Accountability Act (HIPAA) requirements, such as consumer control, privacy compliance, and audit tracking.

How does My Health_eVet improve veterans' health?

Increasingly, veterans are requesting access to their health information, and the ability to play a more active role in managing their health care. With My Health_eVet, veterans will be able to:

- ◆ Use the available tools to become partners with their caregivers in their health care. Educated, empowered patients can take a more active role in self-management and in shared health care decision making.
- ◆ Explore a variety of options available to improve their health.
- ◆ Control the health information in their eVAults.
- ◆ Gain a better understanding of their health status.

How does My Health_eVet improve clinical care?

- ◆ Veterans will be able to allow VA providers to track patient-entered metrics such as blood pressure, blood glucose, weight, and pulse. This will give the provider a more detailed picture of the patient's health, without having to wait to see the patient face to face. Problems can thus be averted more quickly.
- ◆ Patients who take a more active role in their health care have been found to have improved clinical outcomes and treatment adherence, as well as increased satisfaction with their care.
- ◆ Veterans will be able to let VA clinicians see medical information from other health care providers that the veteran has added to the self entered section. This will provide a fuller picture of the patient's total care.
- ◆ Veterans will be able to allow outside providers to see their VA medical care history.
- ◆ VA clinicians will be able to use their electronic progress notes as a tool for patient education, since the veteran will be able to view the notes from home and refresh their memories of the physician's instructions.
- ◆ Veterans will be able to enable veteran advocates, such as veteran service officers (VSOs), to act as delegates, (with permission), and thus see their health record data. This will enable advocates to guide veterans through the claims process better and ensure veterans are getting the care they need.

THE VISION

To improve health care for ALL veterans, independent of where they receive care, by providing health information and health assessments via the web.